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# Memorandum

**Date:** June 3, 2024  
**To:** Members of the Board  
**From:** Jennifer Lible, Manager, Social Assistance Programs  
**Subject:** **Employment Services Transformation Update**

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In February 2019, the Ministry of Children, Community and Social Services (MCCSS) announced the Employment Services Transformation (EST) as a direction for the future. This would involve changes in how employment services were offered across the province.

The focus of the work of Consolidated Municipal Service Managers and District Social Services Administration Boards (DSSABs) in delivering social assistance has, and is, shifting away from employment activities towards a greater emphasis on connecting those who rely on social assistance programs with the supports and services they need to move towards independence. Stabilization services will become a primary responsibility of the program. An initial report on Social Assistance Transformation was provided to the Board at the November 17, 2021 meeting (Report No.: 2021-58) and an update was provided at the November 17, 2022 meeting (Report No.: 2022-70).

The District of Thunder Bay Social Services Administration Board (TBDSSAB) is part of the Phase Three implementation of the EST and began the transition in April 2024. This transition is in partnership with the MCCSS and the Ministry of Labour, Immigration, Training and Skills Development (MLITSD). Through 2024 and into March 2025, information and planning will occur and a full launch of the new model will happen in April 2025. When this change is complete, the focus of TBDSSAB's work with social assistance clients will no longer include employment planning but will focus on stabilization services. While MCCSS has not officially defined stabilization services, they have outlined four focus areas:

1. **Basic Needs:** financial support, housing needs, and crisis resolution
2. **Life Skills:** self-efficacy, education, and literacy/numeracy
3. **Health:** primary care, mental health and addictions, and ongoing medical concerns
4. **Community Supports:** dependent care, justice and legal support, and cultural connections.

Responsibility for employment services will shift to a regional Service System Manager (SSM) awarded through a Request for Proposals to the MLITSD. The shift of responsibility will be finalized in April 2025.



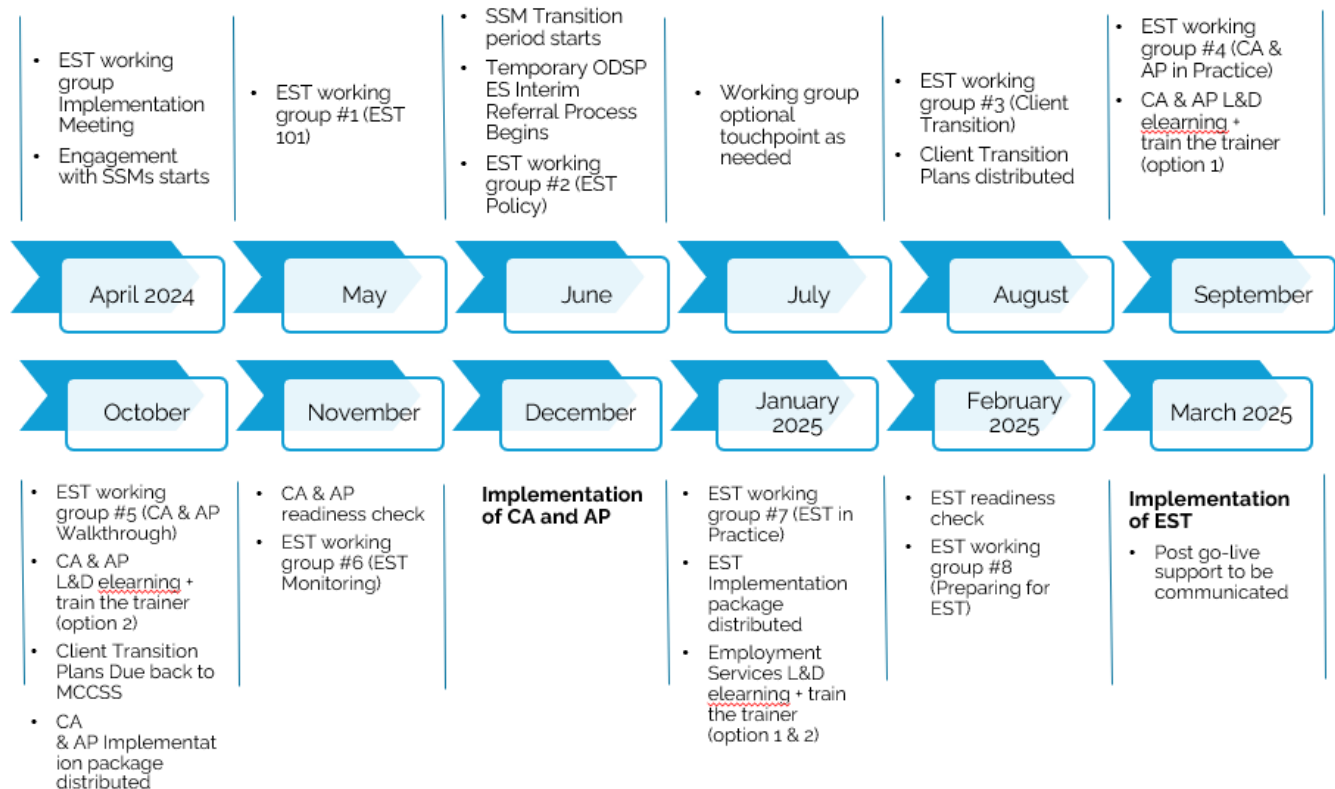
The SSM for Northwestern Ontario has been selected but a public announcement by the Minister is pending. The Northwestern Ontario catchment area includes TBDSSAB as well as the Rainy River Services Board and Kenora District Services Board. Administration has had an initial meet and greet meeting with representatives of the SSM.

Administration has established a plan to address the reduction in provincial funding. Once the transition is complete and the SSM becomes fully responsible for employment services, TBDSSAB will see a reduction of 22% to its program delivery funding allocation:

- In 2025, the reduction is \$1,021,900 which includes gradual transfer for the period March to December.
- In 2026, the reduction is \$1,430,800 which includes the gradual transfer for January and February and full transfer for the period from March to December.
- At the end of gradual transfer period the full amount of the reduction will be \$1,471,700.

Planning meetings will be held between the Northwestern Ontario DSSAB's and MCCSS monthly. Following is a schedule of activities involved in the transition:

## EST Phase 3 Roadmap





**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

Further updates will be provided to the Board as the transition plan continues.

Sincerely,

Jennifer Lible  
Manager, Social Assistance Programs

JL/sv